Ohio | **Department of Administrative Services**

Database Support

Service Description

Database Support provides technical assistance for database implementation and usage. Services utilized by customers may include any or all of the following service offerings: installation, upgrade and management of database software, database administration tools and packaged application database products, backup/recovery procedure implementation, monitoring, tuning and troubleshooting.

A Database Support customer might also be interested in these OIT services:
- Mainframe Systems

Most Popular Supported Database Platforms Include:
- SQL Server
- Oracle
- DB2
- MySQL

Customer Benefits

- **Cost-savings** - The customer will save money by not having to incur additional expenses for personnel and equipment associated with monitoring and maintaining the service.
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, as well as maintaining and troubleshooting the service.

OIT Provides

- Backup/recovery services for databases
- Change management for object modifications
- Database design assistance
- Database performance monitoring/alerting
- Implementation of approved design
- Incident resolution services via the Customer Service Center
- Installation and upgrades of DBMS software and DBA toolset software
- Routine maintenance (A minimum charge of 3 hours per production server, per month for general routine maintenance.)

Maintenance Schedule

Scheduled maintenance for the mainframe (which houses DB2) occurs one Sunday per month; generally from 6:00 p.m. to 9:00 p.m. Outages will be minimized or canceled whenever possible. OIT schedules extended outages twice per year. The scheduled extended outage dates are negotiated with the customer at the beginning of the year, and typically run from 6:00 a.m. to midnight. Beyond the normally scheduled mainframe maintenance window DB2 specific maintenance is coordinated with the customers (normally off-hours for production systems). SQL Server based database maintenance is coordinated with the customers. Maintenance to production systems is often done during off-hours at the customer's request. Maintenance to nonproduction system is done during normal business hours but coordinated with the customer to minimize impact.

Incident Response & Resolution

As a primary service, Database Support staff is available 24 x 7 for both incident reporting and resolution. Database Support staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore, the customer will need to provide a Technical Contact resource. With collaboration from the customer and vendor resources, staff will commit to resolve the incident within 4 hours.

Note: The customer is responsible for providing end-user support for this service.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Database uptime	99%
Incident Responsiveness	Database support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Database support staff resolves incident within 4 hours.	75%

Customer Requirements

- Adherence to OIT database standards, including a requirement for separate development, test and production environments
- Development and maintenance of client code
- Licenses and support contracts for DBMS software and DBA toolset software
- Mainframe Systems or Windows Support*
- Maintain agency and service contact lists via the IT Enterprise Services portal at: http://itenterprise.ohio.gov.
- Ohio One Network*
- Place service order via the OIT Enterprise Service Catalog
- Provide DAS OIT with a valid billing number
- Staff to support customer applications

*Service must be obtained from OIT for an additional charge.

Additional Information

Note: There is a minimum charge of 3 hours per server, per month for general routine maintenance.

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov or visit the **IT Enterprise Services** portal to place an order at http://itenterprise.ohio.gov. Rate information for this service can be found on the DAS OIT IT Business Office site.